



[www.holycrossheadstart.org](http://www.holycrossheadstart.org)



Helping children and families succeed



from preschool through life

Parent Handbook

2018 ~ 2019

# WELCOME

## To Our Head Start Family

### A MESSAGE FROM THE EXECUTIVE DIRECTOR

Families are an important part of the success of our school. We would like to take this moment and welcome you into ours! As we build our relationships together, please feel free to share any new ideas or concerns. We value the need for close communication between families, children, teachers and the administration.

We encourage all parents to actively participate in the centers.

It is our goal to provide your child with a safe, nurturing environment that promotes learning, cooperation and fun.

Sincerely,

*Cortland Purks*



## Holy Cross Head Start Centers

### **Holy Cross School (Main Center)**

*Jennifer Falletta, Center Director*

150 Maryland St. Buffalo, NY 14201

(716) 852-8373

### **Central School**

*Charla Smith, Center Director*

89 Military Rd. Buffalo, NY 14207

(716) 875-1506

### **Dewitt School**

*Kathryn Cipollone, Center Director*

368 Dewitt Street Buffalo, NY 14213

(716) 424-0571

### **North Buffalo School**

*Amy Rosen, Center Director*

203 Sanders Rd. Buffalo, NY 14216

(716) 464-7771

### **Northwest School**

*Kristin Gruber, Center Director*

155 Lawn Ave. Buffalo, NY 14207

(716) 877-5022

### **Sheridan-Parkside School**

*Katharine Robinson, Center Director*

169 Sheridan Parkside Ton., NY 14150

(716) 876-0100

## Leadership Team

Cortland Purks  
**Executive Director**

Abdo Saleh  
**IT Administrator**

Angela Rizzo  
**Office/Human Resources Manager**

Janice Crews-Dearing  
**Budget Fiscal Analyst**

### **Facilities Manager**

Charla Smith  
Amy Rosen  
Jennifer Falletta  
Kathryn Cipollone  
Kristin Gruber  
Katharine Robinson  
**Center Directors**

Katherine Adamczak  
**Program Manager**

Chris Tedesco  
**Health Coordinator**

Cynthia Schoenrock  
**Social Services Coordinator**

Silvia Steele  
**Mental Health/Disabilities Coordinator**

Lindsay Kilijanski  
**Education Coordinator**

Ruth Padin  
**Nutrition Coordinator**

“Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishment toward organizational objectives. It is the fuel that allows common people to attain uncommon results.” ~ Andrew Carnegie

## What is Head Start?

Head Start is a comprehensive school readiness program, helping children and families succeed—from preschool through life. It is funded by the Department of Health and Human Services through our Grantee, Community Action Organization of Erie County. Holy Cross Head Start offers a pre-kindergarten school experience for 3 and 4-year-old children, centered on literacy, math, and social skills.

The Head Start philosophy is a holistic approach to working with our families. This approach addresses all of the individual's needs: physical, emotional, social, cognitive and occupational. Our staff link families with community services that help them reach their goals, such as employment and education. We help families find services that include health, mental health, disabilities, and family services.

### Our Head Start Services Provide:

- ◇ Kindergarten opportunities
- ◇ Opportunity to practice social skills
- ◇ Vision & hearing screenings
- ◇ Nutritious meals & snacks, served family style
- ◇ Tooth brushing
- ◇ Family support in time of crisis
- ◇ Developmentally appropriate activities
- ◇ Loving, nurturing environment
- ◇ Qualified staff & certified teachers
- ◇ Individualized plan for your family
- ◇ Referrals & support for special concerns
- ◇ Educational opportunities for parents
- ◇ Opportunities for parents to have input and make program decisions
- ◇ Literacy rich curriculum

### PROGRAM OPTIONS:

#### Half Day Sessions

M-TH (10 month classes)

#### Full Day

M-F (10 month classes)



## Education

Holy Cross is dedicated to providing an exemplary early childhood program and committed to fostering the continued growth and development of each child on a cognitive, physical, emotional, and social level.

Since children learn best through active involvement, Holy Cross Head Start provides an enriched, stimulating, and safe environment that encourages exploration and experimentation. Children are guided to question, hypothesize, problem solve, and express themselves creatively. Teachers at Holy Cross respect and understand the uniqueness of each child. In our Holy Cross classrooms you will find a balance between structure and play.

Our teachers are certified by New York State in Early Childhood Education, giving them the knowledge and skills to individualize instruction for each child. A child in our program will learn independence through hands-on interactive learning.

We always encourage parent participation throughout your child's education.

This holistic approach leads to greater success as children transition into Kindergarten and further schooling.

\*Holy Cross Head Start follows NYS day care regulations,  
for more information please visit [ocfs.ny.gov](http://ocfs.ny.gov).

### A TYPICAL DAY IN THE HEAD START CLASSROOM

Arrival: children are greeted by teachers  
Toileting, washing hands  
Breakfast and/or Lunch  
Brushing teeth  
Large group activity (stories, games, music)  
Exploring/work time in learning centers  
Small group/one-on-one instruction  
Full Day classrooms have an afternoon rest time  
Nutritious snacks  
Gross motor & Outdoor play  
Closing activity/stories  
Departure



### CANDY IN SCHOOL

Under our guidelines from our CACFP sponsor, we are not able to serve the children food prepared outside of our kitchens. This means that candy and sweets are not permitted to be served at Holy Cross Head Start. If you would like to celebrate your child's birthday or a holiday in school, please contact your child's teacher to arrange an alternate activity.

### DISCIPLINE POLICY

Our staff is provided training in the utilization of positive behavioral management strategies. Our teachers use a proactive approach with clear behavioral expectations that are developmentally appropriate.

### HOLIDAYS

Holidays will be celebrated with relevant activities based on the cultural make-up of an individual classroom.

### CLOTHING

All children need an extra set of clothing that can be kept at school for use in case of accidents. The clothes should be those that you can spare and should be labeled with the child's name.

In addition, children need to be dressed appropriately for the weather as the children take walks and play outdoors.

### ATTENDANCE

Regular attendance and promptness in coming to school is important for your child's growth and development. Please see that he/she comes to school on a regular basis and on time.

If your child does miss school, please call and send a note to your Case Manager stating the nature of the absence. Be specific in the note, if your child's absence is related to asthma.

If a child is absent two or more days and we have not heard from you, a phone call or home visit will be made to identify and assess your family needs, to provide assistance, and to ensure regular attendance.



### USE OF BATHROOM FACILITIES

All bathrooms may be used by both boys and girls. Children are always supervised by HCHS staff who give assistance, as needed, in the hallway and bathroom. State day care licensing laws do not mandate doors on toilet stalls. Adults are not permitted to use children's lavatories. Adult lavatories are provided at each center.

## Child Safety and Behavioral Health Policy

**Philosophy** Head Start is committed to maintaining a healthy and safe environment for all children who are in our care. Head Start acknowledges differences in each child's developmental stages, and our staff will work with families to address any social/emotional or behavioral challenges the child may be experiencing. In the event that a child may require more support than Head Start can provide we are committed to assisting the family in exploring other options and resources.

**Agency Policy** The agency policy reflects the commitment to provide all reasonable supports and accommodations to ensure the health and safety of all children enrolled in the classroom on a consistent basis unless individual situations pose a significant risk to the health/safety of the child and/or others in the setting.



\*The Head Start procedure is available for review upon request.

### ACCIDENTS & INJURIES

An incident report will be filled out by the staff member (s) that witnessed any accident and/or injury.

### SAFETY

A safety check is completed daily at every site. Playground checks are done prior to children playing on the playgrounds.

### EMERGENCY PROCEDURES

In case of an emergency, it is necessary that the school staff be able to contact you or another emergency contact person, *immediately*.

Please see that the school has the following information:

1. Your home/work telephone/cell number.
2. Name, address, and telephone number(s) of those persons designated by you as emergency contacts. (Several alternate contacts should be provided).
3. An emergency medical consent form must be on file for each enrolled child before he/she enters the program.

Please inform your Case Manager of any changes in your phone number and/or address as well as any changes of the emergency contact person's address and phone number. **Parents should request changes to the emergency contacts in writing or in person.**

**Children will not be released to anyone other than those authorized by the parent/guardian.** If you have any questions, please call your child's center.

## Health

Holy Cross Head Start takes pride in the quality of comprehensive services offered. Staff would like to inform all the families we serve about the health requirements, guidelines and opportunities.

1. Every child must have an annual physical exam on file to attend Head Start. A dental exam is also needed.
2. An immunization record is required before your child can enter the program. Every child needs at least one dose of each immunization as required by New York State.
3. Our staff must be informed of any health and/or nutrition issues your child has (i.e. seizures, asthma, heart murmur, food allergies, etc.).
4. Documentation from your child's doctor is required for any allergy (i.e.: soap, certain foods, etc.).
5. Parents must keep an ill child home from school.
6. Please inform us if your child has been exposed to any contagious disease. Our health staff will send home notices if your child was exposed to anything contagious at school.
7. Children at all centers will be checked several times during the school year for head lice. A child with head lice/nits can not be readmitted to school until he/she is lice/nit free and has been reexamined by our staff.

**Please review this chart with your child to prepare him/her for the screenings we perform:**

SCREENINGS	HOW TO EXPLAIN THE FOLLOWING TO YOUR CHILD
VISION	You are going to have your eyes checked at school to make sure that you can see fine. You will be asked to look into a camera or point at shapes. It will be a fun game and it will not hurt.
HEARING	You are going to have your ears checked at school to make sure that you can hear fine. There will be an earplug put in your ear and you might hear some beeps. This is a fun game and will not hurt.
HEIGHT/WEIGHT	You are going to have your height and weight checked at school. This will tell us how much you weigh and how tall you are. You will be asked to take your shoes off and to step on a scale. This will not hurt.
BLOOD PRESSURE	You are going to have your blood pressure taken at school. The staff will see how your heart is working. A wrap will be put around your arm then a ball will be squeezed which makes a dial move like a clock. Your arm will feel like its getting a hug. This will not hurt.
HAND WASHING	You are going to be asked to wash and dry your hands while you are at school. This will help keep the germs away and stop you from getting sick.
TOOTH BRUSHING	You are going to brush your teeth while you are at school. Your teacher will put a little toothpaste on a cup. You will put the toothpaste on your own toothbrush and brush your teeth. You will then be asked to rinse out your mouth. This helps keep your teeth and mouth healthy.



### MEDICATION

IF YOUR CHILD WILL NEED TO RECEIVE MEDICATION DURING SCHOOL HOURS, PLEASE CONTACT YOUR CASE MANAGER FOR FURTHER DETAILS AND GUIDELINES ON HOLY CROSS HEAD START PROCEDURES AS PER DAY CARE REGULATIONS.



### SMOKING

Smoking is not permitted in any of the Head Start centers, or on building property, at any time.



### SCREENINGS

The following screenings should be completed during your child's physical exam.

1. Vision
2. Hearing
3. Height & weight
4. Lead test\*
5. Speech & language
6. Developmental/motor
7. PPD/Tuberculosis test\*
8. Sickle cell (trait or disease)\*
9. Iron/anemia test (Hematocrit/hemoglobin)\*
10. Behavior
11. Blood pressure

\*Be sure to have your doctor do these. Holy Cross Head Start staff will contact each family throughout the school year to follow up on health issues, needs, and missing screenings.

### OPPORTUNITIES RELATED TO HEALTH

Holy Cross Head Start is committed to helping our children and families take an active part in their own good health. A healthy child begins with a healthy parent, so we offer a variety of workshops and trainings based on your requests. Please join the Health Services Advisory Committee! Meetings are scheduled quarterly. Call the Health Coordinator at 852-8373 ext. 214 if you would like more information on these meetings.

## Communicable Diseases

Holy Cross Head Start would like to assist each family to keep each child healthy and safe. Therefore, we would like to provide you with the following educational information, including when to keep your child home and when a doctor's note is needed for your child to return.

If your child develops:	Then keep him/her home until:
<i>Chicken pox</i> – Immunization required	6 days after rash breaks out or when lesions are scabbed over.
<i>Diphtheria</i>	Doctor's note needed for return.
<i>Conjunctivitis/pink eye</i>	Doctor's note needed for return. Child should have received antibiotic treatment (24 hours for bacterial conjunctivitis) and there is no discharge from the eyes.
<i>Fifth disease</i>	Child can attend school if he/she feels well enough to participate.
<i>Hand, foot and mouth syndrome (Coxsackie virus)</i>	Child can attend school if he/she feels well enough to participate.
<i>Head lice</i>	Child can return when he/she is lice/nit free and has been reexamined by our staff.
<i>Hepatitis (A, B or C)</i>	Doctor's note needed for return.
<i>Impetigo</i>	Child can return with a Doctor's note and 24 hours after the start of antibiotic treatment.
<i>Meningitis</i>	Child can return when the health department indicates that is safe.
<i>MRSA</i>	Doctor's note needed for return.
<i>Pertussis</i>	Child can return with a Doctor's note and 5 days after the start of antibiotic treatment.
<i>Pinworms</i>	Child can return to school with a Doctor's note after treatment has started.
<i>Pneumonia</i>	Doctor's note needed for return.
<i>Ringworm</i>	Child can return to school with a Doctor's note after treatment has started.
<i>Roseola</i>	Child can attend school if he/she feels well enough to participate.
<i>Rubella (German measles)</i>	Doctor's note needed for return.
<i>RSV (Respiratory Syncytial Virus)</i>	Doctor's note needed for return.
<i>Scabies</i>	Doctor's note needed for return. Keep child home until treatment is completed.
<i>Strep Throat and Scarlet fever</i>	Child can return with doctor's note and 24 hours after antibiotic treatment has started.
<i>Tuberculosis</i>	Doctor's note needed to return or documentation from the local Health Department.

Your child may display symptoms that indicate your child is not feeling well (i.e., headache, stiff neck, less active, less appetite, cranky or crying more than usual, unusual color of the urine or stool, or severe coughing). If your child feels general discomfort or just seems unwell, please notify your Case Manager. Thank you for your help in keeping Holy Cross a safe and healthy place for all children!

**If your child develops the following symptoms and/or injuries, please refer to these**

<i>Broken bones/casts</i>	Doctor's note needed, detailing restrictions.
<i>Stitches/staples/glue</i>	Doctor's note needed, detailing restrictions.
<i>Cold or flu symptoms</i>	Child can attend school as long as he/she feels well enough to attend.
<i>Diarrhea</i>	Child can attend school when diarrhea has stopped.
<i>Due to a medical condition</i>	Doctor's note needed to return.
<i>Hospitalization/surgery/ prolonged absence</i>	Doctor's note needed to return.
<i>Rash or unusual spots</i>	Doctor's note needed to return.
<i>Fever</i>	Child can attend school after the fever has been gone for 24 hours
<i>Vomiting</i>	Child can attend school when no longer vomiting. A doctor's note may be required if symptoms persist.



## **Cavity Free Kids**

Cavity Free Kids is an Oral Health Program created by Washington Dental Service Foundation

Holy Cross Head Start Inc, has received a grant and is the local HUB for Erie County for this program.

The goal is to increase oral health awareness in our children, families and community and increase the awareness on how having good oral health leads to ones over all good healthy state. Knowledge is a powerful tool to decrease the amount off dental caries in our children. The children at Holy Cross Head Start will brush their teeth daily. They will receive oral health education through the Cavity Free Kids curriculum by performing dental educational experiments, crafts and other activities. They will build a solid foundation for developing good oral health habits for the rest of their lives.

## Parent Involvement

Holy Cross Head Start depends a great deal on the needs and input of families, so please do not hesitate to contact any of our staff. All parents are invited to participate in any of the staff trainings. For more information contact your Case Manager.

### ***Parent involvement means different things to different people:***

- Volunteering in the classroom, office and/or kitchen
- Becoming a paid substitute
- Attending center and agency events
- Working on projects at home (ask your child's teacher about specific projects)
- Attending monthly parent activities
- Becoming involved in parent activities such as workshops and/or parent trainings
- Evaluating the program and helping us to revise our program plan
- Serving as an officer of your center's Parent Committee
- Becoming a member of the Policy Committee, making decisions that affect how the program operates

### **PARENT COMMITTEE**

- Each center has a Head Start Parent Committee which meets monthly to plan center level activities and discuss items that are occurring within their center.
- Parents are encouraged to become involved in all areas of Head Start, and there are many committees you'll have the option to join. When on a committee, please try your best to attend each meeting. You are encouraged to attend the social events as well as the information sharing sessions.
- Some centers have a parent room which is situated in an area away from the classrooms and office. Please feel free to spend time there working on projects, waiting for your child, having a cup of coffee, or just chatting. This room is set up for your convenience and privacy.
- The Holy Cross Policy Committee meets monthly throughout the year. Policy Committee is comprised of parent representatives from each center and members of the community. Ask your Case Manager how you can participate.



### CALLING ALL DADS AND MALE ROLE MODELS!

Holy Cross Head Start families come in all shapes and sizes. There are so many dedicated men and women in the lives of the children in our program. We recognize the importance of positive male role models in our children's lives.

A special program emphasis is to develop more father/male involvement through targeted communication with the men in our children's lives and father/child special activities throughout the year.



#### *Children with involved fathers/father figures...*

- ◆ Are more likely to do well in school
- ◆ Have healthy self-esteem
- ◆ Are less likely to have separation anxiety
- ◆ Demonstrate greater ability to take initiative and have better self-control
- ◆ Are better problem solvers
- ◆ Have fewer behavior problems

### VOLUNTEERS

Parents are the primary educators of their children. It is important that what is taught in the classroom is carried over into the home and vice versa, so that we continue to meet the developmental needs of the children. We strongly encourage you to become a volunteer in the classroom or the kitchen so you can see what your child is learning first hand.

An annual physical exam and TB screening is required for parent volunteers. Precautions such as these are taken for the health, safety, and welfare of your children. We suggest that you begin to obtain these services as soon as possible so you can get started. Your Case Manager is able to provide a list of health providers/clinics for parents needing physicals/tuberculin tests.

Holy Cross Head Start reserves the right to require a doctor's note if a classroom visitor displays any signs/symptoms of a communicable disease.

### PAID SUBSTITUTE PROGRAM

Subs work when a staff member is absent. To be a sub, you need proof of a high school diploma or GED, a Tuberculin test (PPD) or a chest-X ray, a physical exam, and 20 hours of volunteer time in the classroom or kitchen. You must attend a sub orientation training prior to your 20 hours of volunteer work. After meeting with the Nutrition and/or Education Coordinator and filling out the appropriate paperwork, you can be called to work for an absent food service worker or classroom staff and be paid!

### PARENT TRAININGS/ ORIENTATION

Parent training sessions will be held periodically in an effort to educate and orient parents to all areas of the program.

Teachers will provide orientation/training for parent volunteers on an ongoing basis. As a part of this process, parents will be introduced to the various classroom areas, materials, equipment, positive language, routines, and ways of interacting with children. Throughout the year our staff will organize and/or conduct workshops based on the majority of parents' interests, with input and assistance from the center's Parent Association. Please feel free to share any suggestions or ideas for workshops with your Case Managers. Also, parents are encouraged to share their skills with other parents (i.e.: sewing , crafts, etc.).

**Please note:** Staff members are not permitted to drive parents in their personal cars for any reason due to lack of insurance coverage. Also, we do not have insurance covering the loss or theft of personal belongings of staff, parents, children, or volunteers.



## Nutrition

- Children attending half day sessions will receive 1/3 of their daily nutritional needs. Those attending full day sessions receive meals and snacks that provide 1/2–2/3 of their daily nutritional needs. Please do not feed your child before school. If your child is late and hasn't eaten, he/she will be offered breakfast/lunch.
- Meals are served family style. Parents are welcome to join their child for a meal at any time.
- We are a participant of the Child and Adult Care Food Program (CACFP). We must follow specific menu requirements.
- If your child is on a special diet due to religious reasons, a note from the parent/guardian is needed stating what it is we should eliminate. Appropriate menu substitutions will be made.
- If your child is on a special diet due to medical reasons (an allergy to certain foods) a doctor's note is needed. The note should state the food the child cannot have and a substitute. For instance if your child is lactose intolerant, the note should state what can be substituted for the milk.



## Mental Health & Disabilities

The Mental Health and Disabilities Services Program is focused on the overall social, emotional, physical, and cognitive wellness of children and families in our Head Start program. This includes the early detection of mental health and/or behavioral needs of children, speech/language, fine and gross motor, sensory, education and other related concerns. Teachers are comprehensively trained in early detection, proactive interventions, managing challenging behaviors and disability services for preschoolers. All classroom teachers are trained in the Second Step Early Learning Curriculum to enhance social and emotional awareness for children and families in the classroom and at home.

All children in the program are screened with the Ages and Stages: Social and Emotional Questionnaire for social and emotional development during their first month in our program. Children are also provided comprehensive screenings such as speech, hearing, and vision to determine if further follow up and evaluation is needed. If a parent suspects that their child has a delay in any area, they can request a referral with their Head Start teacher or with the MH/Disabilities Coordinator. Children ages 0-2 are referred for evaluations through Erie County Early Intervention Services. Children ages 3-5 are referred to the Committee on Preschool Special Education, in the child's school district, to determine if the child qualifies for services. The Mental Health & Disabilities Coordinator provides support through the CPSE process as well as advocates for the family and child's needs. Holy Cross Head Start partners with Summit Educational Resources to provide integrated classroom settings. The service provider therapists and special education teachers work directly in classrooms and with the head start staff.

The Mental Health & Disabilities Coordinator, can provide assistance with behavioral concerns in the home and at school, parenting skills, and referrals to community and private mental health providers for children and families. Holy Cross Head Start collaborates with a variety of mental health agencies within the community to provide mental health resources and support. Information on Gifted and Talented evaluations for Kindergarten are also provided to families.



### CONFIDENTIALITY

Please note that all family records are confidential and kept by Holy Cross Head Start, Inc. in locked paper and/or computer files. Parents may make a request to review their own child/family's information at any time.

## Social Services

Social Services is an integral part of the Head Start program. We assist families to further enhance their strengths and help them meet their needs. We provide linkages with appropriate services to encourage/support families so they may develop and reach their own goals. Your Case Manager can assist by providing referrals for food, clothing, shelter, counseling, emergency assistance, etc. Holy Cross Head Start will provide educational workshops and job readiness support, outreach and advocacy.

### HOME VISITS

As part of our program, Teachers and Case Managers will be contacting you to schedule a home visit prior to school opening, in February-March and just before school ends.



### CHILD ABUSE & NEGLECT REPORTING

Under New York State Social Services Law 8413: we are required to report when we have reasonable cause to suspect that a child coming before us, in our professional or official capacity, may be an abused or maltreated child. Erie County Child Protection Services follows up on all reports and determines if abuse or neglect occurred, not Head Start!

## Other Important Information



### SNOW DAYS

Our Buffalo Centers (Holy Cross Center, Northwest Center, Dewitt Center, Central Center & North Buffalo Center) will close on snow days following the Buffalo Public School's closing schedule. **Parkside Center** will close on snow days following the Kenmore-Tonawanda School District's closing schedule.

*It is possible that some centers will remain open while others are closed.*

**Announcements for emergency closings will be broadcasted on:**

WGR/TV NEWS 2, WIVB/TV NEWS 4, WKBW/TV NEWS 7;

The Infinity Broadcasting network: WBLK 93.7, WECK 93.7, WJYE 96.1, WYRK 106.5

### FIRE DRILLS

Fire drills are conducted monthly. Instructions for fire drills are posted in the classrooms. Staff, parents, volunteers, etc. are required to follow directions and leave the building quickly and quietly with the children during these drills.



## Pedestrian Safety

Here are some facts you should know:

- ◆ Preschool children are quick and often unaware of danger. Each year, many children are injured or killed when they suddenly dart into the path of a car.
- ◆ Most preschoolers are injured near their home or on their own street
- ◆ Most crashes involving preschool children happen between 3 p.m. and 6 p.m.
- ◆ Most crashes involving preschoolers occur in fair and warm weather.
- ◆ Twice as many preschool boys are injured than preschool girls.

This is how you can prevent these tragedies:

**Supervise preschoolers at all times.** Preschoolers should not be allowed to cross the street alone. Teach them who can help them cross the street safely.

**Teach by explaining.** Explain to your child the safe way to cross a street. Say: “When I cross a street, I always stop at the curb. I look right for traffic coming that way. Then I look left again. When it is clear, I cross the street, and keep looking left and right.”

**Teach by example.** When you cross a street with your child always:

- ◆ Stop at the curb.
- ◆ Look LEFT-RIGHT-LEFT for traffic in all directions.
- ◆ Cross when it is clear.
- ◆ Keep looking for cars as you cross.

**Encourage your child.** As you both safely cross the street together, praise the child for copying your safe actions or words. Practice what you teach at all times.



## GETTING TO SCHOOL AND COMING HOME SAFELY

For the safety of your child, you must remain with your child when you arrive at the center until the classroom session begins. We urge you to pick up your child promptly at dismissal time. Children find it stressful to wait for a late parent, and supervision of a child hinders the teacher's classroom preparation responsibilities.

If you know ahead of time that you will be late picking up your child from the center, you must call your Family Partner. If you send someone who is not listed as a "pick up person" in our records to pick up your child, we will not release your child to that individual. Also, for the safety of your child we will not release him or her to anyone under the age of 14 years old.

If a child has not been picked up by an authorized person 15 minutes after the close of his or her classroom, the home phone number and/or emergency phone number will be contacted. If your child is not picked up, and we have exhausted all attempts to contact an authorized pick up person within **three** hours after dismissal, Child Protective Services (CPS) will be called by a Holy Cross staff member.

Unless either parent has been granted sole custody or has secured an Order of Protection, both parents have a legal right to pick up the child.



## COMMUNITY COMPLAINT ABOUT THE PROGRAM

1. Should a parent/community member have a concern about the Head Start program, he/she needs to address the matter with the appropriate center staff and/or ask the appropriate coordinator any questions about program procedure regarding the concern. If he/she is not satisfied with the result/outcome, the concern should be put in writing to the Executive Director.
2. Should the parent/community member have a concern about the Head Start program that is associated with total program (and not a particular center), the concern should be put in writing to the Executive Director.
3. After receiving a written complaint/concern, the Executive Director will schedule a meeting with the complainant at a mutually agreed upon time and place to discuss the matter.
4. Depending on the concern, the Executive Director may call another meeting with the complainant and include the appropriate coordinator and/or center staff to discuss the matter and to respond to the concern with a team effort.



Dear Parent, Guardian or CACFP Participant:

This center participates in the Child and Adult Care Food Program (CACFP). It serves healthy meals each day it is open. Please complete the attached form soon. This will help your center receive funding for the meals that are served.

You will need to complete a form every year. Your center and CACFP will keep all information private.

**INCOME ELIGIBILITY GUIDELINES  
(Effective July 1, 2018 until June 30, 2019)**

HOUSEHOLD SIZE	REDUCED-PRICE MEALS		
	YEAR	MONTH	WEEK
1	22,459	1,872	432
2	30,451	2,538	586
3	38,443	3,204	740
4	46,435	3,870	893
5	54,427	4,536	1,047
6	62,419	5,202	1,201
7	70,411	5,868	1,355
8	78,403	6,534	1,508
FOR EACH ADDITIONAL FAMILY MEMBER	+7,992	+666	+154

\_\_\_\_\_  
SPONSOR/CENTER OFFICIAL

\_\_\_\_\_  
SPONSORING ORGANIZATION

\_\_\_\_\_  
DATE

This institution is an equal opportunity provider.

*Holy Cross Head Start Inc.*  
150 Maryland Street  
Buffalo, New York 14201  
Telephone: (716) 852-8373 Fax: (716) 854-7046

#### Naptime agreement

According to NYS Day Care Regulation, 418-1.7, "appropriate sleep, rest and quiet periods which are responsive to individual and group needs must be provided so that children can sit quietly, lie down to rest, or begin or continue their night's sleep. For children unable to nap, time and space must be provided for quiet play. Children must not be forced to rest for long periods of time."

Children who are enrolled in an all day preschool program will be offered a rest period of at least 45 minutes, while lasting no longer than 60 minutes (1 hour) during the afternoon portion of the day. Should there be children who do not fall asleep; one staff person will take these children to a designated area in the classroom to participate in table games or other quiet activities. The remaining staff person(s) will supervise the napping children, sending other children who awoken to the game table area.

In accordance with NYS Day Care Regulation, 418-1.3, the following procedures will be followed:

- Mats or cots will be placed so that they are at least two feet apart from each other

- Children will be located in a safe area where there is no draft and where children will not be stepped on or be blocking a safe egress

OCFS has issued a naptime waiver which allows the classrooms to reduce from 3 staff to 2 staff when necessary while the children are napping.

# Thank You

We appreciate you choosing Holy Cross Head Start as your child's early childhood program. We value your opinion and your voice, and we're here for your whole family, so please don't hesitate to speak with your Center Director if there is anything more we can do for you!

## *Building For the Future*

This day care facility participates in the Child and Adult Care Food Program (CACFP), a Federal program that provides healthy meals and snacks to children receiving day care.

Each day more than 2.6 million children participate in CACFP at day care homes and centers across the country. Providers are reimbursed for serving nutritious meals that meet USDA requirements. The program plays a vital role in improving the quality of day care and making it more affordable for low-income families.

**Meals** CACFP homes and centers follow meal requirements established by USDA.

Breakfast	Lunch or Supper	Snacks (Two of the four groups:)
Milk	Milk	Milk
Fruit or Vegetable	Meat or meat alternate	Meat or meat alternate
Grains or Bread	Grains or bread	Grains or bread
	Two different servings of fruits or vegetables	Fruit or vegetable

**Participating Facilities** Many different homes and centers operate CACFP and share the common goal of bringing nutritious meals and snacks to participants. Participating facilities include:

- **Child Care Centers:** Licensed or approved public or private nonprofit child care centers, Head Start programs, and some for-profit centers.
- **Family Day Care Homes:** Licensed or approved private homes.
- **Afterschool Care Programs:** Centers in low-income areas provide free snacks to school-age children and youth.
- **Homeless Shelters:** Emergency shelters provide food services to homeless children.

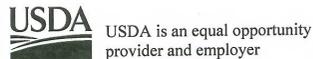
**Eligibility** State agencies reimburse facilities that offer non-residential day care to the following children:

- children age 12 and under,
- migrant children age 15 and younger, and
- youths through age 18 in afterschool care programs in needy areas.

**Contact Information** If you have questions about CACFP, please contact one of the following:

Sponsoring Organization / Center

State Director, NYS CACFP  
NYS Department of Health  
Division of Nutrition  
150 Broadway FL 6 West  
Albany, NY 12204-2719  
1-800-942-3858 (in NY only)  
518-402-7400





[www.holycrossheadstart.org](http://www.holycrossheadstart.org)